Updating the operating system

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The City of Garden Grove is located in central Orange County, California (See Appendix A). Garden Grove currently has a population of approximately 172,652 residents (*U.S. Census Bureau QuickFacts*, 2019). "Garden Grove is the fifth largest city in Orange County and the twenty-eighth largest in the state of California" (Song, 2019, p.ii). Garden Grove spans an area of 17.9 square miles and is a general law city in the State of California" (Song, 2019, p. ii).

Garden Grove is a full-service city. The services provided by the city include police, street maintenance, park maintenance, water, sewer, recreation, traffic/transportation, public improvements, planning, zoning, and general administrative services (Song, 2019).

The Garden Grove Mayor continues to be elected at-large for a two-year term, the six city council members are elected by districts for four-year staggered terms. The city council engages the City Manager and City Attorney. The city manager has the responsibility for hiring the department directors and for administering the City's programs in accordance with the policies adopted by the city council" (Song, 2019, p. ii). (See Appendix B).

Economic

In 2017, the total jobs in the City of Garden Grove equaled 58,163, with an increase of 12.6% from 2007 (Song, 2019, p. iii). Education was the largest job sector, accounting for 23.9% of total jobs, second was leisure, with 15.7% of the job market (Song, 2019, p. iii).

Business

Business and development have been booming in Garden Grove the last few years due to the city's "efforts in diversifying business types (Song, 2019, p. iii) through the "Reimagine Garden Grove campaign" (*Re-Imagine Downtown | City of Garden Grove*, 2013). This campaign was started in 2013 to renovate its downtown area with new businesses, better transportation and

to improve land use (see Appendix C). Garden Grove has recently opened a new Starbucks and SteelCraft, both opened on Euclid St., close to Main St. (*SteelCraft Garden Grove Celebrates Grand Opening | City of Garden Grove*, 2019). Garden Grove has also seen a lot of hotel growth along Harbor boulevard, specifically since the Great Wolf Lodge opened in 2016. Hotel tax more than doubled since 2012 from $12 million to $26 million in the fiscal year 2019 (Song, 2019).

Demographic

As of 2018, Garden Grove has an estimated population of 172,652 residents (*U.S. Census Bureau QuickFacts*, 2019). Compared to other areas of Orange County, Garden Grove is diverse with 41% Asian, 40.5% white, 38% Hispanic, but only 1.1% black (See Appendix D). "The City of Garden Grove has one of the highest population densities in the County. The community is highly diversified with a median age of 37.9 years. In 2018, there were 46,583 households in the City, with a median household income of $62,675, representing an increase of 32.2% from 2000" (Song, 2019, p. iii). (See Appendix E).

In 2018, Garden Grove Unified School District (GGUSD) was named a 2018 California Exemplary District (*Garden Grove Unified School District Named a 2018 California Exemplary District | City of Garden Grove*, 2018). GGUSD includes 45 elementary schools, 10 intermediate schools, and 9 high schools. "In 2018, 73.8% of the population completed high school and 20.8% received bachelor's degree or higher" (Song, 2019, p. iii).

Major issues of the community

The City of Garden Grove is known to be pretty quiet in comparison to its neighbor, Santa Ana (E. Hernandez, personal communication). Hernandez (2020) asserts that despite there being deep racist roots within particular neighborhoods of Garden Grove, there is not a lot of crime, and if anything, it is very community centric. The 2017 Annual Police report shows there

was a 16.62% decline in homicides from 2014-2017 and in 2017 alone there were only 5 reported homicides (2017). Additionally, the report shows there was a 44.78% increase in reported thefts from 2014-2017, topping 2,863 reported thefts in 2017 alone. (Appendix F).

In August of 2019, a man, who authorities say, "unleashed evil," went on a stabbing spree, killing 4 and injuring 2 across multiple locations along Harbor Blvd (see appendix G) in Garden Grove and Santa Ana ("The guy unleashed evil," 2019). The man was arrested and taken into custody that same day. A longtime resident of Garden Grove, Elaina Hernandez, gave insight on how this tragic incident affected the community during an interview. Mrs. Hernandez remembers how scared and hurt the community felt after this happened, "A lot of us were scared to go outside, even to get gas. That had never happened here before" (Hernandez, 2020).

What is going on in the community?

The City of Garden Grove strives to serve the residents and its community to enhance their quality of life and provide "an aesthetically pleasing place to live" (*Limited Number of Plots Now Available in Community Garden | City of Garden Grove*, 2011). Garden Grove plans lots of community and family-friendly events such as the annual Strawberry Festival, Summer Concerts in the Park (*Free Summer Concerts at Eastgate Park | City of Garden Grove*, 2016), and even providing a Community Garden. Residents can rent a plot in the community garden for $45 for the year to cultivate veggies or flowers. (See Appendix H). Coupled with the city's Reimage Campaign, Garden Grove is also working on building an Urban Forest (*City Seeking Community Input for Urban Forest Management Plan | City of Garden Grove*, 2020), by "beautifying" bike and pedestrian pathways with canopy covers as well as planting over 350 trees along the bike trails (2020).

Library

Garden Grove is a part of a network of community libraries in Orange County. There are 3 Orange County Public Libraries in Garden Grove: Garden Grove Main Library, Garden Grove/Chapman Library, and Garden Grove –Tibor Rubin Library. Under the Orange County Public Library (OCPL) umbrella, Garden Grove Main Library's Mission is to "Empower and enrich our communities" (*Orange County, California—About OCPL*, n.d.). The library is located a block away from City Hall and the Police Department and across the street from Garden Grove High School. The Garden Grove Main library is a very important institution to the community with a Children's section on the basement floor, and a Young Adult section, Adult section, magazines, computers, free Wi-Fi on the main floor. Although small inside, The Main Library offers many other services and events such as free food for students during the summer, reading to children events, DIY events, coding clubs, workshops, book clubs, voter registration events, even Daddy/Daughter hairstyling event ("Dads address a hairy situation—Braids, ponytails, buns," 2019) and so much more throughout the year. The residents of Garden Grove highly regard their libraries as being important institutions to their community (Hernandez, 2020).

Stakeholders of the Library

The stakeholders of the Garden Grove Main Library include the patrons such as residents, students, teenagers, parents with children, and the homeless who normally frequent there. Other stakeholders of the Library include the staff, the librarians and the Orange County Public Library network, the close surrounding schools, and Garden Grove as a whole, as they plan many events using the library to provide services for their residents.

Renovating library

As there has been a trend of building and development in Garden Grove there could be a future decision to renovate Garden Grove's Main library or improve their services to be more technology-driven, such as lending laptops or building a makerspace. Garden Grove Main Library

sits across the street from Garden Grove High School and there has been a growing trend of graduating students in Garden Grove. In 2018, it was reported that 73.8% of the population completed high school and 20.8% completed a bachelor's degree or higher (Song, 2019, p. iii). According to the U.S Census Bureau, there are over 40,887 people between the age of 5-19 living in Garden Grove (*U.S. Census Bureau QuickFacts*, 2019). Although the Garden Grove Main library dedicates its basement floor to a children's area, it would make sense if the city of Garden Grove with the Orange County Public Libraries (OCPL) system would want to renovate the library in some way to provide more modern tech-driven services to its student population. There has also been a trend of improving library services in Orange County. A great example of this is the new state of the art Costa Mesa Donald Dungan Library that opened in May 2019. The new library has two library programming rooms, separate children and teen areas, private study rooms, a video wall, and a laptop check out machine (OC Public Libraries, 2020). The City of Garden Grove should explore the idea of modernizing the Main Public Library for the future.

Recession

Due to the pandemic, the United States has been going into a recession. Companies have had to cut hours, lay off, and furlough employees. According to the U.S. Department of Labor, "the number of unemployed persons rose by 1.4 million to 7.1 million in March" (Bureau of Labor Statistics, 2020). This trend is important to address because there could be many changes to the residents and the city, which are currently not known. The recession and rising unemployment could force families to move out of Garden Grove if they could no longer afford their mortgages or rent. With residents unable to work, they will be unable to go out and spend money within the community or pay taxes. As a result, the City of Garden Grove may not be able to support or provide the proper city services or events. It is important for libraries to be supportive of the communities' needs at this time, but with fewer funds, libraries may be forced to reduce their

resources and services. Due to the pandemic, the American Library Association released a statement in March recommending all libraries close, but also encouraging libraries to "ensure that all library workers receive fully paid leave, including health coverage while libraries are closed" (Morales, 2020). This is reassuring for librarians, but it not guaranteed if after the lockdown is removed, libraries will be able to continue to pay their whole staff.

An act of violence at the library

A random shooter at the library would affect the library and its community. The library would be closed for an indefinite amount of time and even if no one was hurt, or if many people were hurt, the community may not feel safe at the library and would decide not to go as much. This is important to address because although the crime rate is very low in Garden Grove, as the community saw in August 2019, a person could randomly commit an act of violence. It is the uncertainty that it could happen at the library that should make the City of Garden Grove take precautions to keep the community safe. OCPL's annual report stated 475,137 people attended one of the 15,240 programs provided at the libraries around Orange County in 2019 (OC Public Libraries, 2020). Having many attendees at library events is important, but it could make the library a target if someone wanted to commit a senseless crime. The risk may be low, but it is important to have a disaster plan in place. Librarians and staff should think about taking first aid training in case someone was to get hurt on the premises. Additionally, Garden Grove Main Library should work with the police department to implement a disaster plan or assist with ensuring a guard is close by during library events.

What is the Library doing about these scenarios?

OCPL combines its strategic plan with an annual report that addresses a few of the scenarios. The County Librarian, Julie Quillman states in her letter the ways OCPL continues to support their mission of empowering and enriching their communities. Quillman mentions laptop lending kiosks

installed in 3 locations, computer literacy classes, ESL classes, STEAM, and code programming classes at multiple locations in addition to the new Library in Costa Mesa (OC Public Libraries, 2020). OCPL understands the need to implement new technology and renovation at their locations could already be planning for improvements in Garden Grove.

OCPL addresses providing aid to families in need and has already provided support for families. OCPL aids with job searching and filling out applications as well as providing free lunches during the summer for students who are already signed up for free or reduced lunch. OCPL will most likely find more ways to assist families in the time of the incoming recession as they already do what they can to support families in need now.

There was no mention of extra security or physical security in libraries in the annual report except for when Quillman states in her letter that the OCPL is a “safe and free refuge for those who need shelter” (OC Public Libraries, 2020). Unfortunately, it was difficult to find any security measures OCPL is taking at their libraries on their website, or that the Garden Grove Main Library is doing on their own to maintain their patron’s safety. To promote safety and self-defense awareness, OCPL should discuss partnering with the police departments to ensure there is a police presence at their events, and to develop self-defense type of programs at their libraries. This type of program will improve community and police rapport and bring safety awareness to patrons. Building police rapport with their residents may also be helpful in case someone from their community is too scared to report an incident or someone that might be suspicious of hurting others.

Updating the Operating System

We propose to implement technology-driven services for the Garden Grove Main Library. By taking the example of the new Costa Mesa Donald Dungan Library, a good start would be to build a laptop checkout service or adding desk space in the library with an external monitor for users to connect their own laptops. In case there were options to make changes to the building, it would be beneficial for the Library to build a makerspace for patrons. The Garden Grove Main Library currently has a few desktop computers that can be reserved by patrons but there are not that many available and it is possible most to all are in use throughout the day. Implementing a laptop check-out service would service patrons without computers in their homes to finish their homework or to look for work or to train for skills. Providing desktops for patrons addresses the patrons that do not have computers at home, but e patrons who have laptops who would benefit from using an external monitor to get work done as well. Adding desks with external monitors would assist the patrons who are a part of the workforce and are used to working with an extra monitor to increase their productivity. Many Garden Grove patrons may not have a job in the coming year due to the pandemic and the incoming recession and the library will want to start planning how they will want to help.

This would make a good opportunity for OCPL to partner with the City of Garden Grove and combine their resources. Garden Grove participates in the Community Development Block Grant (CDBG) through the U.S Department of Housing Development (HUD). CDBG is a program that provides communities with resources to fund “activities such as infrastructure, economic development projects, public facilities installation, community centers, public services, homeowner assistance, etc” (*Community Development/U.S. Department of Housing and Urban Development (HUD) | HUD.gov / U.S. Department of Housing and Urban Development (HUD)*,

2020). Garden Grove currently receives funds through CDBG to assist organizations such as H. Louis Lake Senior Center, Community SeniorServ, Fair Housing Foundation, and the Garden Grove Police Gang Unit (*CDBG | City of Garden Grove*, n.d.). With Garden Grove already connected to a known grant, it would be easy to find more information on how the grant can help the library. Additionally, more funds could be allocated through the OCPL Foundation, a non-profit 501(c)(3) organization focused on enhancing the libraries "so they remain vibrant, viable and relevant community resources tomorrow" (*OCPL Foundation*, n.d.). The OCPL Foundation activities expand the resources of the libraries a part of the OCPL network and are funded by donations from private individuals and businesses, and grants from public and private foundations. Garden Grove Main Library could make a request for the foundation to look into funding new tech services for their location. Furthermore, the partnership between Garden Grove and OCPL would make both organizations look good to their stakeholders by joining forces to help out the community.

This future scenario was chosen to address the student population in Garden Grove as well as the current status of the United States. The current pandemic and incoming recession should preempt the Library to provide technical services to accommodate for the possible surge of residents in need. Moreover, this endeavor would also fulfill OCPL's mission statement of empowering and enriching their communities. Taking into consideration how the Covid pandemic is forcing residents out of work coupled with the incoming recession, many residents will start looking for other ways to support their families. Residents may decide to go back to school or find work or need to learn how to work remotely. Additionally, this scenario is feasible as the City of Garden Grove and OCPL have access to resources that could help improve public library services and help the community enhance their computer and information literacy skills.

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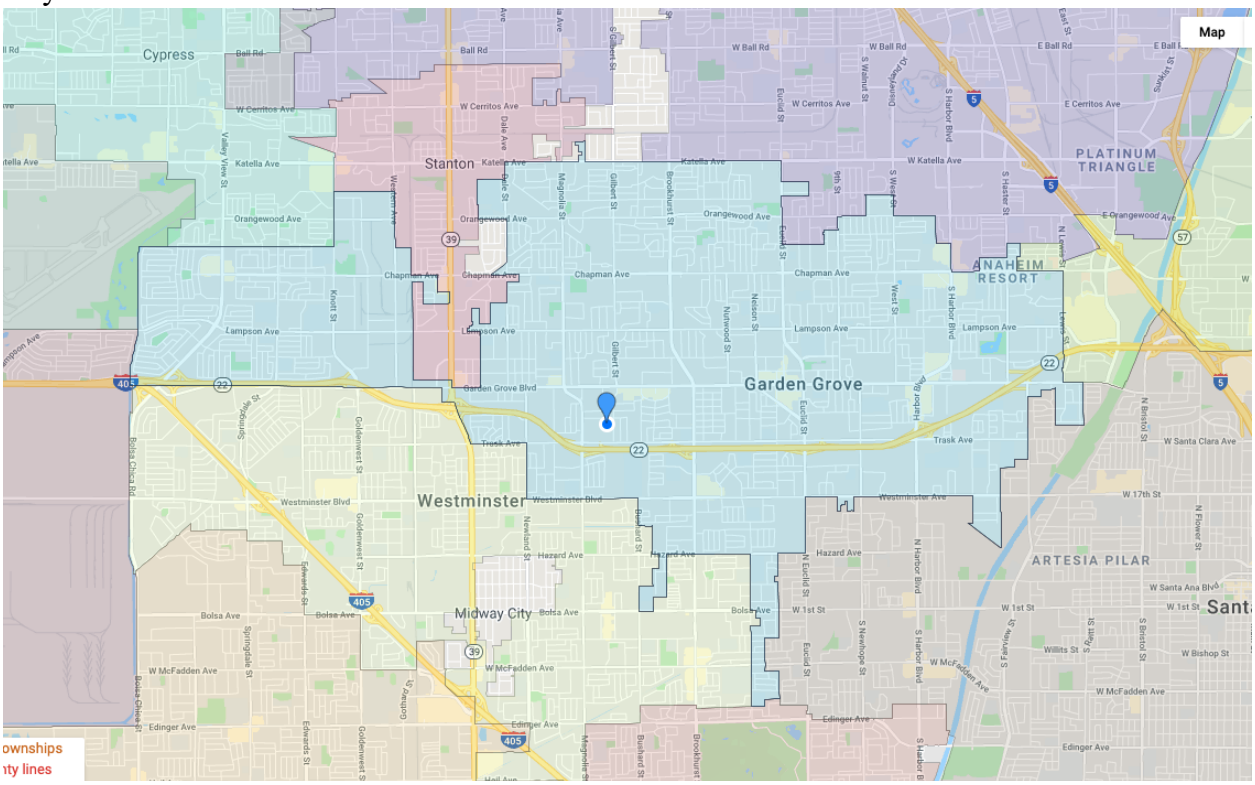
Appendix A

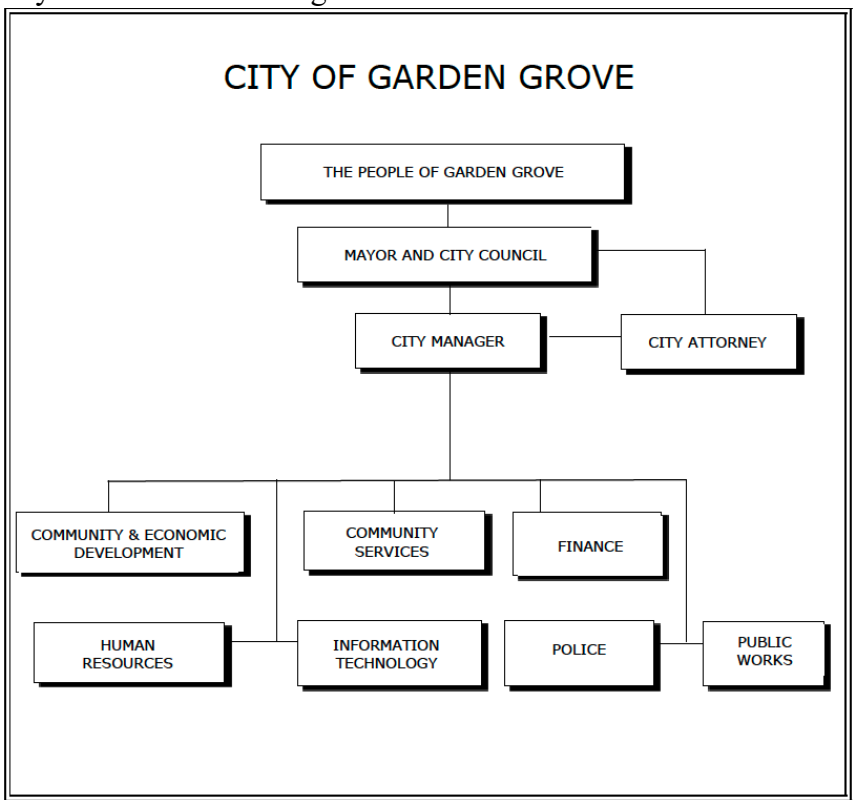
City limits of Garden Grove



(*Google Maps*, 2020).

Appendix B

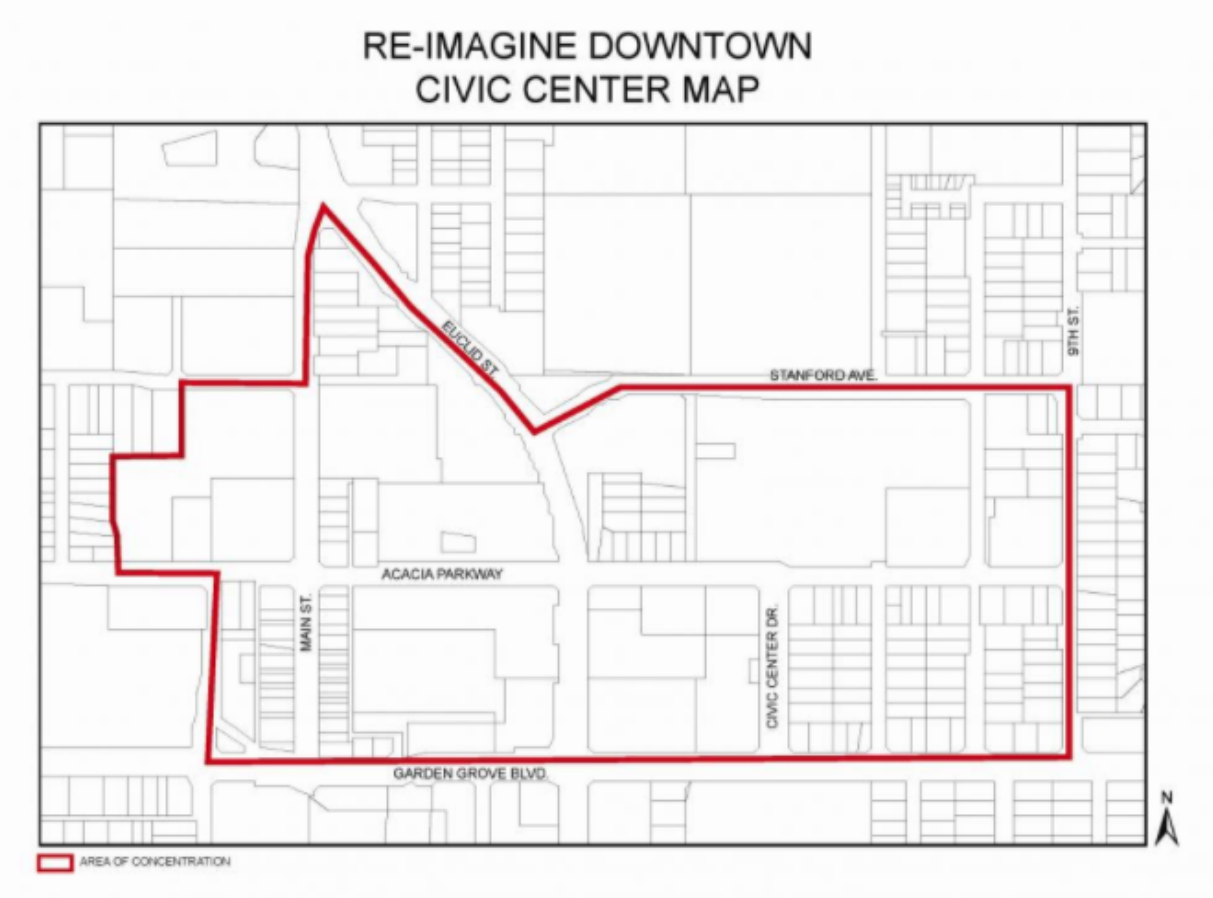
City of Garden Grove organizational chart.



(Song, 2019)

Appendix C

Reimagine Downtown construction plan map.



(*Re-Imagine Downtown | City of Garden Grove*, 2013)

Appendix D

Race demographic population of Garden Grove

	Garden Grove city, California	
	Estimate	Percent
White	69,953	40.5%
Black or African American	2,790	1.6%
American Indian and Alaska Native	1,901	1.1%
Asian	70,946	41.1%
Native Hawaiian and Other Pacific Islander	4,230	2.5%
Some other race	27,448	15.9%
HISPANIC OR LATINO AND RACE		
Total population	172,652	172,652
Hispanic or Latino (of any race)	65,607	38.0%
Mexican	56,971	33.0%
Puerto Rican	486	0.3%
Cuban	262	0.2%
Other Hispanic or Latino	7,888	4.6%
Not Hispanic or Latino	107,045	62.0%
White alone	30,137	17.5%
Black or African American alone	1,569	0.9%
American Indian and Alaska Native alone	306	0.2%
Asian alone	68,343	39.6%
Native Hawaiian and Other Pacific Islander alone	3,903	2.3%
Some other race alone	240	0.1%

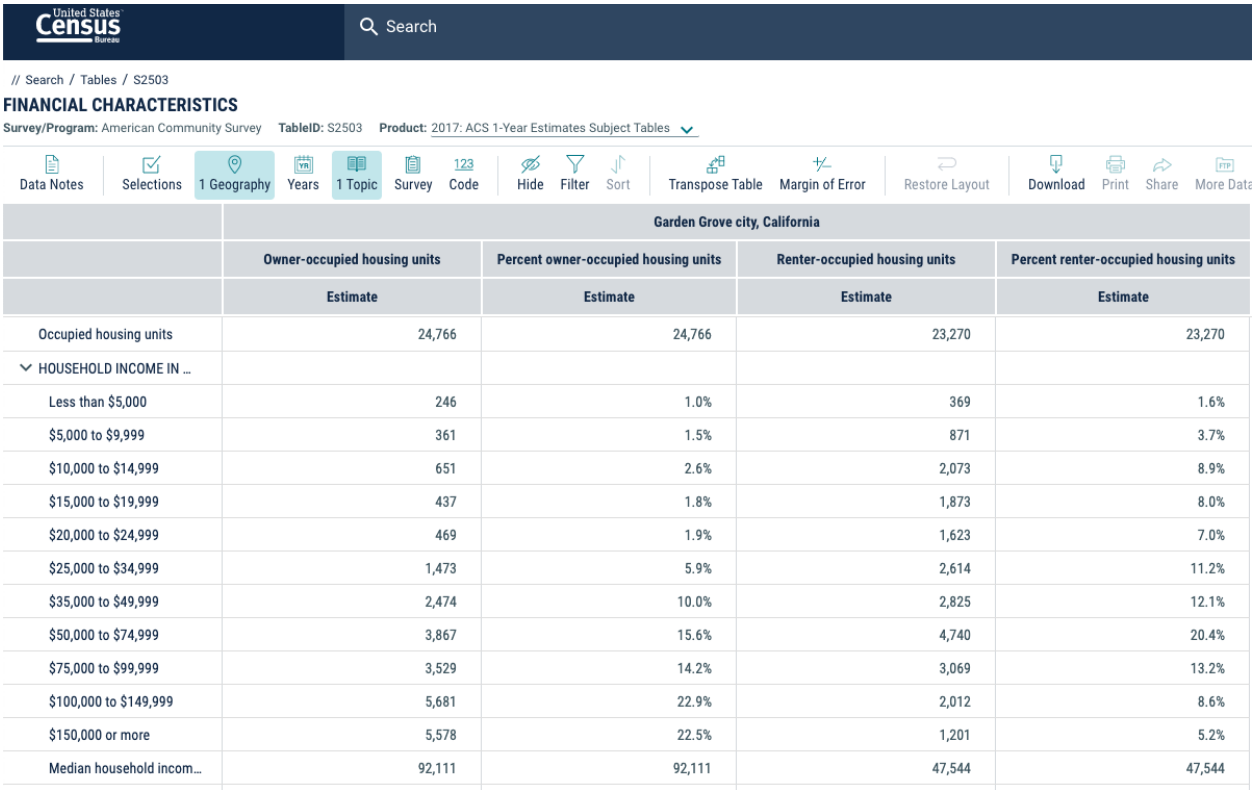
Age / Gender demographic population in Garden Grove

	Total	Percent	Male	Percent Male	Female	Percent Female
	Estimate	Estimate	Estimate	Estimate	Estimate	Estimate
Total population	172,652	(X)	87,021	(X)	85,631	(X)
AGE						
Under 5 years	9,401	5.4%	4,042	4.6%	5,359	6.3%
5 to 9 years	8,680	5.0%	4,327	5.0%	4,353	5.1%
10 to 14 years	10,407	6.0%	5,822	6.7%	4,585	5.4%
15 to 19 years	12,399	7.2%	5,482	6.3%	6,917	8.1%
20 to 24 years	12,418	7.2%	6,889	7.9%	5,529	6.5%
25 to 29 years	13,873	8.0%	7,343	8.4%	6,530	7.6%
30 to 34 years	10,913	6.3%	5,816	6.7%	5,097	6.0%
35 to 39 years	10,608	6.1%	6,361	7.3%	4,247	5.0%
40 to 44 years	11,864	6.9%	6,116	7.0%	5,748	6.7%
45 to 49 years	12,274	7.1%	6,459	7.4%	5,815	6.8%
50 to 54 years	12,549	7.3%	5,693	6.5%	6,856	8.0%
55 to 59 years	12,390	7.2%	6,770	7.8%	5,620	6.6%
60 to 64 years	13,169	7.6%	5,721	6.6%	7,448	8.7%
65 to 69 years	7,256	4.2%	3,474	4.0%	3,782	4.4%
70 to 74 years	4,590	2.7%	2,720	3.1%	1,870	2.2%
75 to 79 years	3,670	2.1%	1,865	2.1%	1,805	2.1%
80 to 84 years	2,881	1.7%	1,078	1.2%	1,803	2.1%

(*U.S. Census Bureau QuickFacts*, 2019)

Appendix E

Household income Garden Grove



United States Census Bureau

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Survey/Program: American Community Survey **TableID:** S2503 **Product:** 2017: ACS 1-Year Estimates Subject Tables

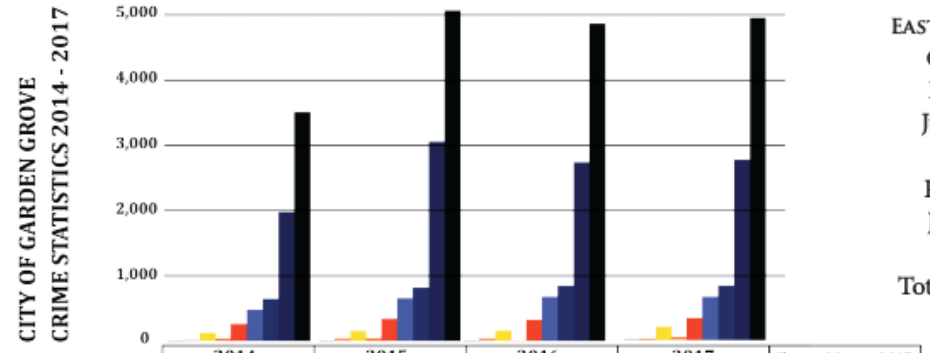
Data Notes | Selections | 1 Geography | Years | 1 Topic | Survey | Code | Hide | Filter | Sort | Transpose Table | Margin of Error | Restore Layout | Download | Print | Share | More Data

	Garden Grove city, California			
	Owner-occupied housing units	Percent owner-occupied housing units	Renter-occupied housing units	Percent renter-occupied housing units
	Estimate	Estimate	Estimate	Estimate
Occupied housing units	24,766	24,766	23,270	23,270
HOUSEHOLD INCOME IN ...				
Less than $5,000	246	1.0%	369	1.6%
$5,000 to $9,999	361	1.5%	871	3.7%
$10,000 to $14,999	651	2.6%	2,073	8.9%
$15,000 to $19,999	437	1.8%	1,873	8.0%
$20,000 to $24,999	469	1.9%	1,623	7.0%
$25,000 to $34,999	1,473	5.9%	2,614	11.2%
$35,000 to $49,999	2,474	10.0%	2,825	12.1%
$50,000 to $74,999	3,867	15.6%	4,740	20.4%
$75,000 to $99,999	3,529	14.2%	3,069	13.2%
$100,000 to $149,999	5,681	22.9%	2,012	8.6%
$150,000 or more	5,578	22.5%	1,201	5.2%
Median household incom...	92,111	92,111	47,544	47,544

(*U.S. Census Bureau QuickFacts*, 2019)

Appendix F

Crime Statistics 2017



	2014	2015	2016	2017	Change 2014 vs 2017
Homicide	6	6	4	5	-16.67%
Forcible Rape	17	42	41	25	47.06%
Robbery	124	153	185	222	79.03%
Arson	24	25	9	22	-8.33%
Felony Assault	260	338	316	357	37.31%
Auto Theft	476	653	680	668	40.34%
Burglary	646	815	859	834	29.10%
Theft	1,976	3,057	2,788	2861	44.79%
TOTALS	3,529	5,089	4,882	4,994	41.51%

EAST AND WEST DIVISION
CALLS FOR SERVICE
Responses Within Jurisdiction: 69,954

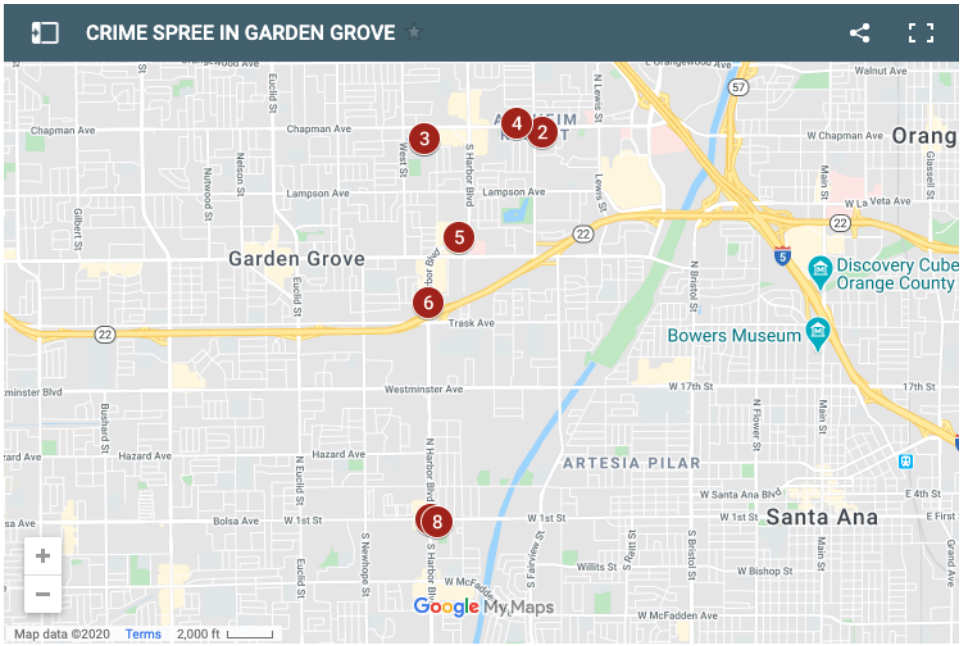
Responses Outside Jurisdiction: 4,263

Total Responses: 74,217

(*City of Garden Grove Police Department Annual report 2017*, 2017)

Appendix G

Stabbing spree locations down Harbor Blvd., Garden Grove.



("The guy unleashed evil," 2019)

Appendix H

Garden Grove Community Garden

(*Limited Number of Plots Now Available in Community Garden | City of Garden Grove*, 2011).